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The Beat

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Each employee is an important part of CentraCare



Dear Friends:

Can you name the components of CentraCare Health System? Do you know which communities are home to CentraCare facilities?

As we grow (and grow and grow), you may find it difficult to keep up with all things CentraCare. You may feel like an integral part of your service line or facility, but may not feel connected to the rest of the health system.

Please take a few minutes to look at the sheet that accompanies this edition of *the Beat*. It outlines the CentraCare Health System family of services. It provides a comprehensive look at the system — and can be a great reference for you in the future. Our Web site, www.centracare.com, also provides a wealth of information.

You may wonder why a CentraCare Clinic receptionist in St. Cloud should care about Melrose Area Hospital. Why would a home health aide at St. Benedict's Senior Community in Monticello need to know about services available at St. Cloud Hospital? And why should a Coborn Cancer Center nurse be familiar with the scope of services at the hospital in Long Prairie? The same answer applies to all three questions: Well-informed employees can better coordinate patients' treatment. Well-informed employees can help ensure that patients

get quality care as close as possible to their homes. In other words, the more we know about CentraCare, the better the care we can provide.

If you are well-informed about CentraCare, you can be a reliable source of information for your friends and family. Research indicates that most people get information about health care providers and services from their friends and relatives. I want you to know that wherever you work, whatever your job, you are an important part of CentraCare Health System! Your work matters to the entire system and to all the people we serve.

Sincerely,



Terry Pladson, MD
President, CentraCare Health System

Family photography program launched in NICU

The St. Cloud Hospital Neonatal Intensive Care Unit (NICU) has launched a Family Photography Program to provide photographs to parents of babies being cared for in the NICU. Local photographers, Sue Dropp and Kelly Beniek from Dropp's Unique Portrait Design, volunteer once a month to capture images of the newborns and their families. Families are very appreciative of getting the gift of precious photographs.

Pediatric walk-in care to open Jan. 11

Beginning Jan. 11, 2010, pediatric providers will see sick children (without an appointment) between 8 a.m. and 4 p.m. Monday-Friday at CentraCare Clinic - Women & Children. Walk-in care is designed for children with acute/urgent care needs, such as cough/cold, ear pain, sore throat, fever, vomiting/ diarrhea, minor injuries/ lacerations, pinkeye, rash, stomach pain, urinary symptoms.

Reaching patients with limited English proficiency

CentraCare Clinic - Long Prairie and Melrose now offer a new service designed to provide linguistically and culturally competent care to patients with limited English proficiency (LEP). This new software application, called ProLingua, helps staff to speak directly to LEP patients in their primary language. ProLingua enables staff to provide patient-specific medication and discharge instructions, deliver dynamic patient education content, and disseminate translated documents. ProLingua currently supports Spanish, Vietnamese, Mandarin, Russian, and Korean, with Somali, Arabic, and Haitian-Creole in development.

CentraCare physician serves as primary care consultant

Pediatrician Marilyn Peitso, MD, CentraCare Clinic - Women & Children, was invited by the Center for Medical Home Improvement to be a primary care consultant for a study under way by the Agency for Healthcare Research and Quality. This two-year study is designed to look at expanding the medical home concept to other primary care practices across the country. Dr. Peitso's role in establishing a medical home for children with special health care needs at CentraCare Clinic - Women & Children was paramount in her being selected for this honor. In addition, the pediatric department at CentraCare Clinic - Women & Children will be one of 11 pediatric sites nationwide included in the research project. Researchers will come to the clinic to interview and analyze how our medical home works.

Tree of Hope event scheduled

The Minnesota Tree of Hope ceremony for families affected by pediatric cancer takes place from 1-3 p.m. Jan. 10 in the Windfeldt Room at CentraCare Health Plaza. Families will gather around food and music, share memories through a special photo journey and connect with others who are facing similar challenges. Each family will create their own special Tree of Hope to take home. To place a child's name on the Tree of Hope and register for this free event, e-mail childhoodcancer@aol.com or call (320) 229-4923. Sponsored by St. Cloud Hospital Women & Children's Center, CentraCare Health Foundation and St. Cloud Optimists Clubs.

See Yourself in a Whole New Light

Discover the best eyewear to fit your face from 6:30-8 p.m. Jan. 11 at CentraCare Health Plaza. Viking Opticians and ophthalmologist Andrea Joplin, MD, will explain common eye conditions and steps you can take to ensure the best eye health for life. \$10. Register at www.centracare.com. Call St. Cloud Hospital Women & Children's Center at (320) 229-5139 for more information.



Kelsey Thompson, RN, and Bill Cowardin, MD

Home kidney program receives award

The CentraCare Kidney Program's Home Dialysis department received the Pursuit of Excellence award Nov. 19 from Baxter PD thanks to the hard work and dedication of Program Director and Nephrologist Bill Cowardin, MD, and Charge Nurse Kelsey Thompson, RN. Peritoneal dialysis (PD) is a type of treatment that is used to replace lost kidney function in people with kidney failure and can be done in the patient's home. Baxter Healthcare Corporation has 25 years of experience in working with customers in PD clinics across the United States. The Pursuit of Excellence program was developed to assist clinics to achieve excellence for their patients and for the clinics' practice.

2009 Memory Walk raises more than \$56,000

With 529 walkers, more than \$56,000 was raised for Alzheimer's care, support and research at the 2009 St. Cloud Memory Walk on Oct. 3 at Whitney Senior Center. In 2008, the St. Cloud walk raised more than \$50,000. Since 1989, Memory Walks across the nation have raised more than \$260 million for the cause. The St. Cloud walk was sponsored in part by St. Benedict's Senior Community. The 2010 St. Cloud Memory Walk is scheduled for Oct. 2.

Koosmann joins CentraCare

Tami Koosmann joined the CentraCare finance team as a director primarily responsible for treasury administration.